

Fig. 1

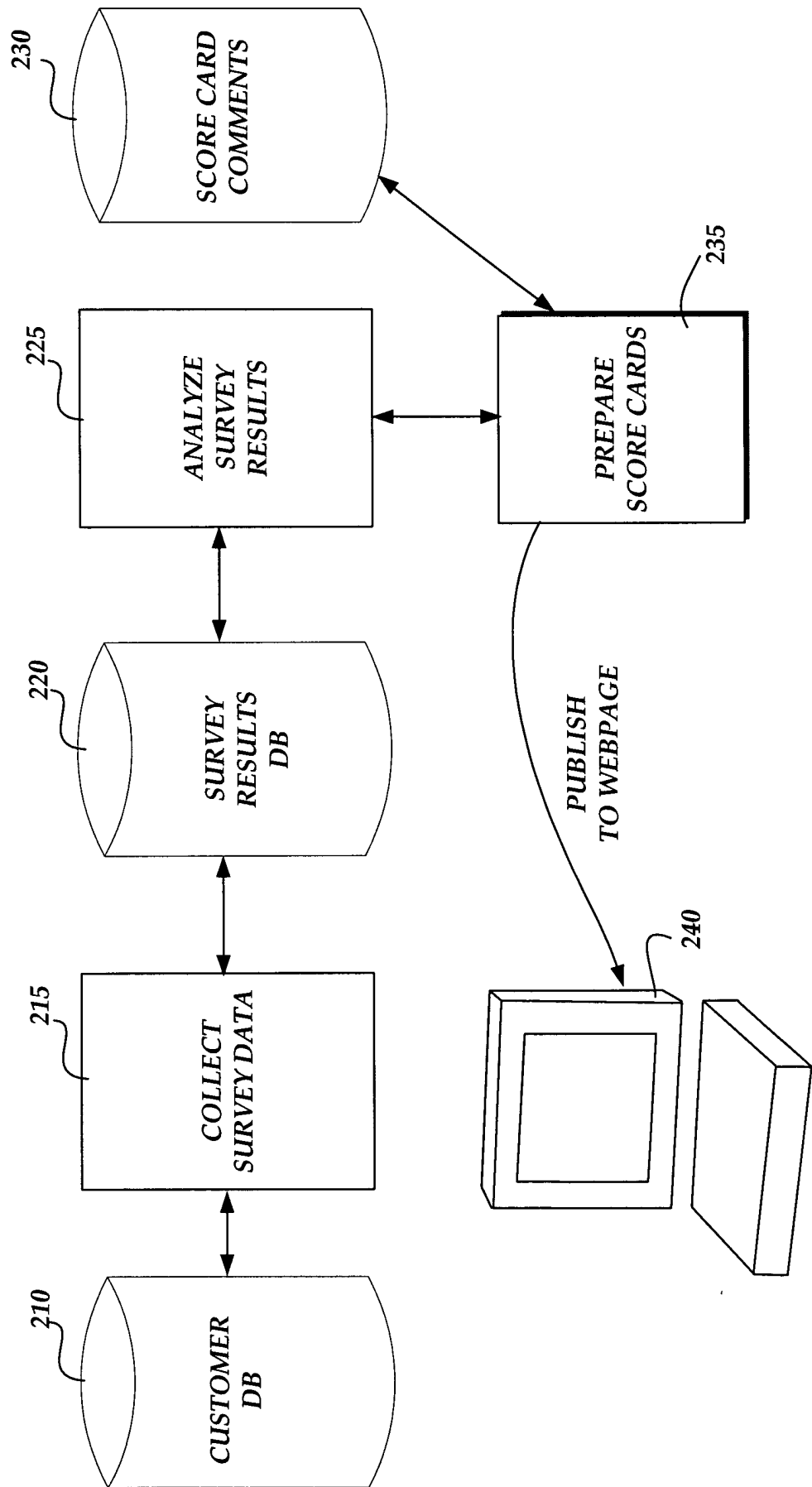


Fig. 2

SURVEY QUESTIONS

300

- ① *Please rate the overall service you received.
Outstanding, press 1. Very good, press 2.
OK, press 3. Unsatisfactory, press 4.*
- ② *Was the technician on time?
Yes, press 1. No, press 2.*
- ③ *Technician knowledgeable?
Outstanding, press 1. Very good, press 2.
OK, press 3. unsatisfactory, press 4.*
- ④ *Technician's Attentiveness
Outstanding, press 1. Very good, press 2.
OK, press 3. unsatisfactory, press 4.*
- ⑤ *Technician's Attitude
Friendly, press 1.
Rude, press 2.
Helpful, press 3.*
- ⑥ *Other*

Fig. 3

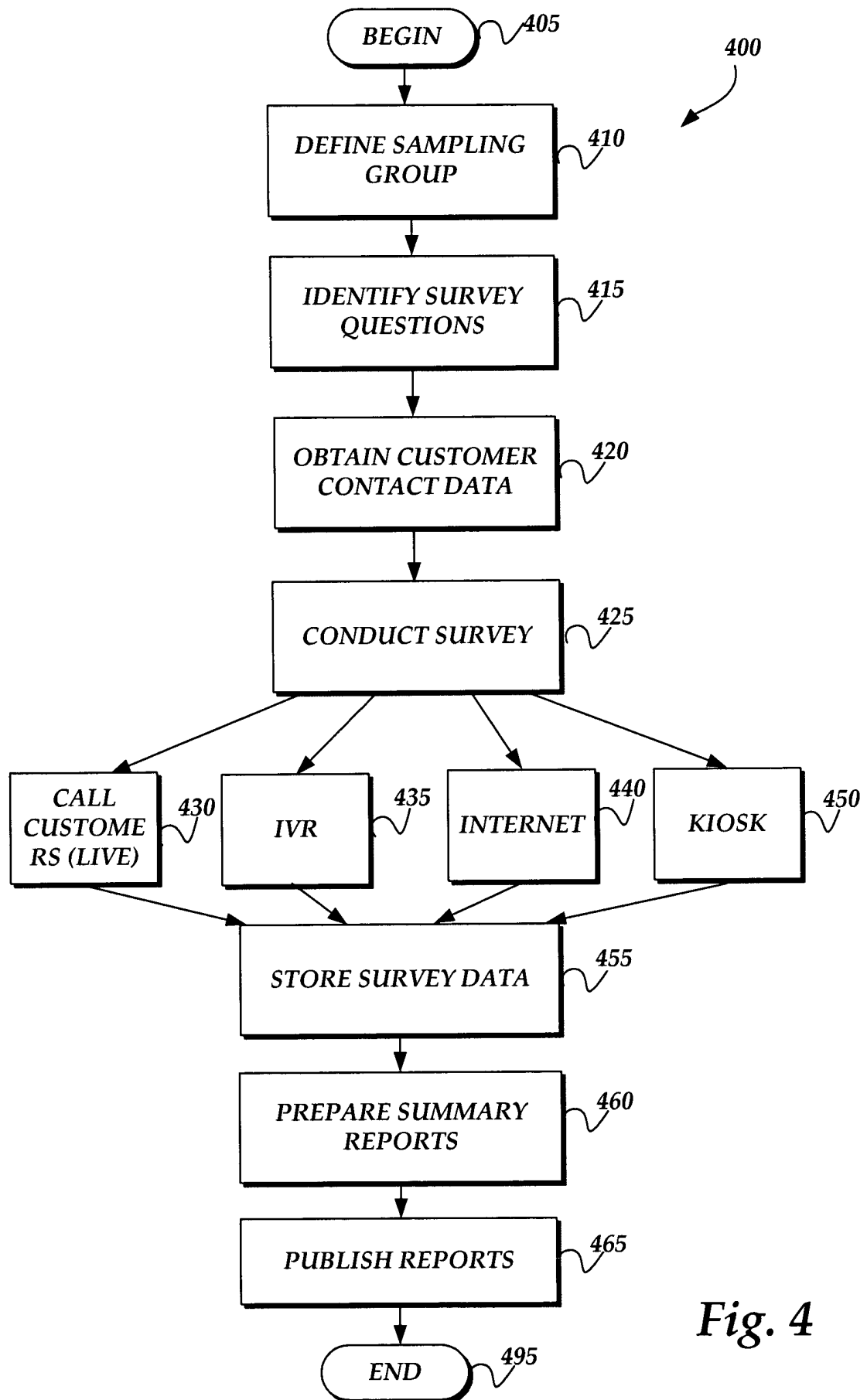


Fig. 4

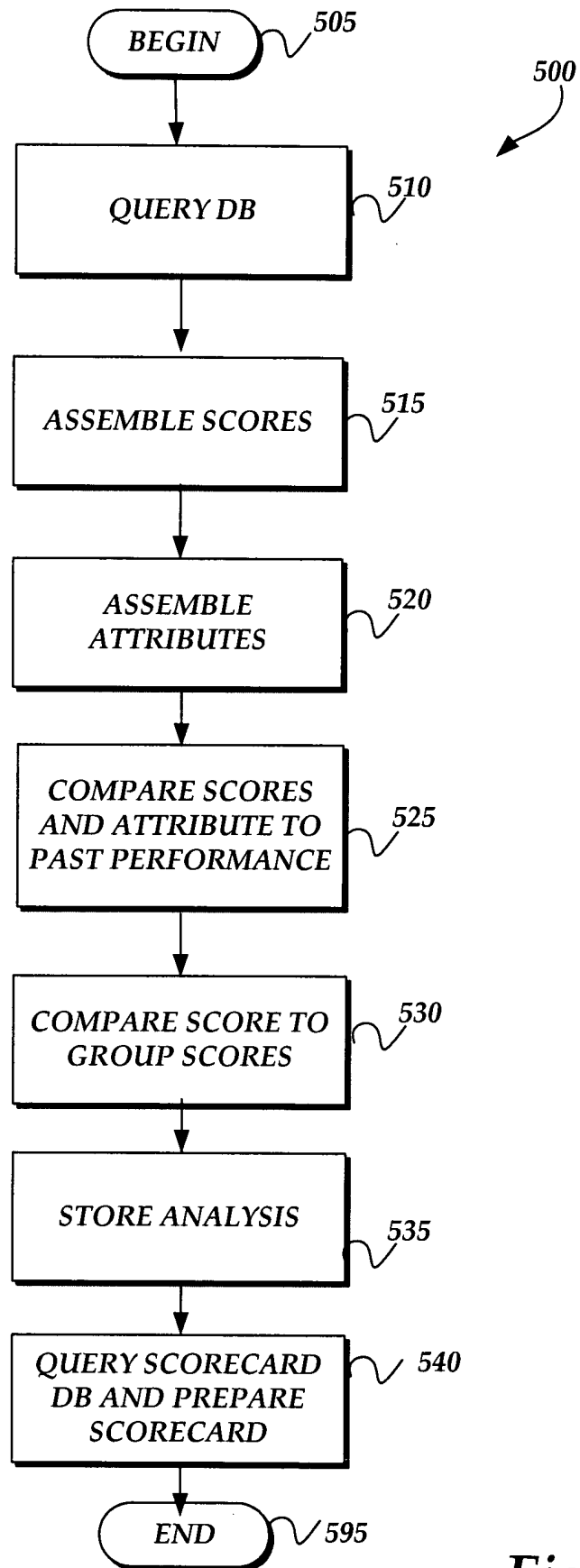


Fig. 5

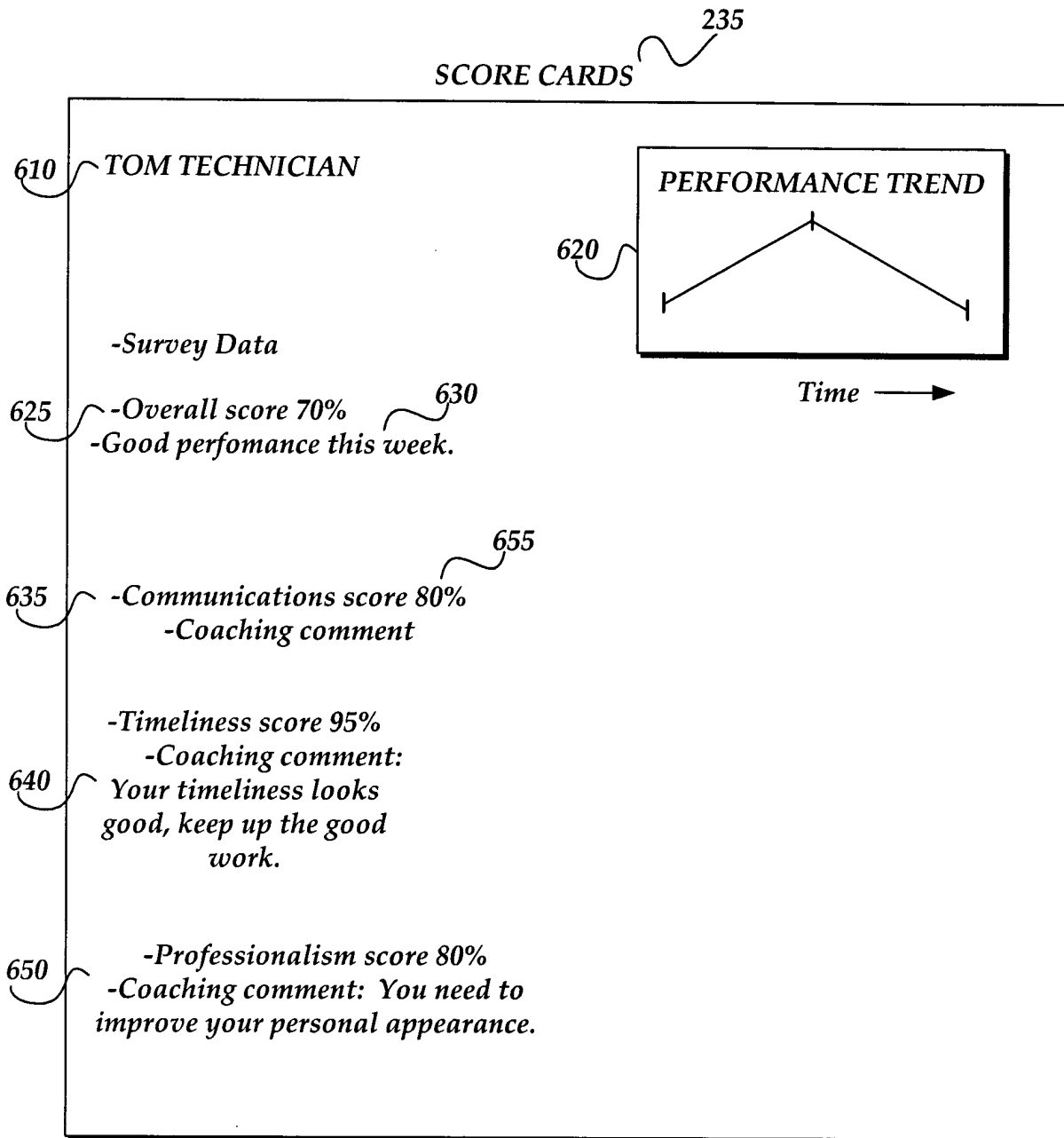


Fig. 6